

Element Performance Inspection (EPI) Data Collection Tool
1.3.18 De-Icing Program (AW)

ELEMENT SUMMARY INFORMATION

Purpose of This Element (Certificate Holder's responsibility):

- To ensure that aircraft are dispatched or released only when no frost, ice, or snow is adhering to the wings, control surfaces, propellers, engine inlets, or other critical surfaces of the aircraft in accordance with its approved ground deicing/anti-icing program.

Objective (FAA oversight responsibility):

- To determine if the Certificate Holder follows its procedures, controls, process measurements and interfaces for the De-Icing Program.
- To determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the De-Icing Program.

Specific Instructions:

- To accomplish this EPI, the Inspector shall ensure the Certificate Holder follows its policies and procedures for Deicing/Anti-icing. The Inspector shall ensure that the aircraft has been properly Deiced/Anti-iced by trained and qualified personnel.

The EPI should be accomplished at various locations where the Certificate Holder Deices/Anti-ices its aircraft.

"Deicing/Anti-icing Program Records" should include holdover time, deicing fluid type, outsourcing, deicing/anti-icing equipment, etc.

Examples of De-icing/Anti-icing Program Procedures:

- The Certificate Holder provided current copies of deicing/anti-icing policies and procedures to service personnel.
- Servicing personnel were trained on the Certificate Holder's deicing/anti-icing policies and procedures.
- Servicing personnel used the Certificate Holder's approved terminology to inform flight crewmembers the time deicing/anti-icing began, the type of deicing/anti-icing fluid used, and the status of the aircraft upon completion of the deicing/anti-icing process.

Related EPI(s):

- 1.2.1 Airworthiness Release / Logbook Entry (AW)
- 1.3.14 General Maintenance Manual / Equivalent (AW)
- 1.3.8 Control of Calibrated Tools and Test Equipment (AW)
- 2.1.1 Manual Currency (AW)

- 2.1.2 Content Consistency Across Manuals (AW)
- 2.1.3 Distribution (Manuals) (AW)
- 2.1.4 Availability (Manuals) (AW)
- 3.1.7 De-Icing Program (OP)
- 4.2.1 Maintenance Training Program (AW)
- 5.1.1 Line Stations (AW)

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirement(s) (SRRs):

- SRRs:
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - 121.629(c)(2)
 - 121.629(c)(2)(i)
 - 121.629(c)(2)(ii)
 - 121.629(c)(2)(iii)
 - 121.629(c)(2)(iv)
 - 121.629(c)(2)(v)
 - 121.629(c)(2)(vi)
 - 121.629(c)(2)(vii)

Related CFR(s) & FAA Policy/Guidance:

- Related CFRs:
 - 121.105
 - 121.123
 - 121.629(c)(4)
- FAA Policy/Guidance:
 - FAA Order 8300.10, Volume 3, Chapter 131
 - AC 120-58
 - AC 120-60

EPI SECTION 1 – PERFORMANCE OBSERVABLES

Objective: (FAA oversight responsibility): To determine if the Certificate Holder follows its procedures, controls, process measures and interfaces for the De-Icing Program.

Tasks

To meet this objective, the inspector must accomplish the following tasks:

1. Review the information listed in the Supplemental Information section of this data collection tool.
2. Review the policies, procedures, instructions and information for the De-Icing Program contained in the Certificate Holder's manual.
3. Review the associated SAI for this element with emphasis on the controls, process measurements and interface attribute sections.
4. Observe the De-Icing Program to gain an understanding of the procedures, instructions and information contained in the Certificate Holder's manual.
5. Discuss the De-Icing Program with the personnel (other than management) who perform the duties and responsibilities required by the program.

Questions

To meet this objective, the inspector must answer the following questions:

1. Were the following Performance Measures met:

- 1.1 Did the Certificate Holder and/or its vendors properly deice/anti-ice the aircraft prior to takeoff, preventing it from taking off with frost, ice, or snow adhering to the wings, control surfaces, propellers, engine inlets, or other critical surfaces?

☐ Yes

☐ No, Explain

Related Performance JTI's:

1. Check at the Certificate Holder's aircraft that no aircraft takes off when frost, ice, or snow is adhering to the wings, control surfaces, propellers, engines inlets, or other critical surfaces, or contrary to the air carrier's ground deicing/anti-icing procedures.
Sources: 121.629(b)
2. Check at the Certificate Holder's aircraft cockpit during deice/anti-ice conditions that the flight crewmembers are using the Certificate Holder's holdover timetables in accordance with the Certificate Holder's procedures.
Sources: 121.629(c)(3)
3. Check at the Certificate Holder's aircraft cockpit for the availability of the Certificate Holder's holdover timetables.
Sources: 121.629(c)(3)
4. Check at the Certificate Holder's aircraft cockpit that the Certificate Holder's pretakeoff check and pretakeoff contamination check (if required) are performed in accordance with the air carrier's procedures. Check at the Certificate Holder's aircraft cockpit that the Certificate Holder's pretakeoff check and pretakeoff contamination check (if required) are performed in accordance with the air carrier's procedures.
Sources: 121.629(c)(4)

<p>1.2 Were personnel conducting deicing/anti-icing operations on the Certificate Holder's aircraft adequately trained and qualified?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the Certificate Holder's specified location that the carrier's affected personnel are being trained and/or qualified in accordance with the Certificate Holder's procedures. <i>Sources: 121.629(c)(2)</i> 2. Check at the Certificate Holder's specified location that the training records for affected personnel show they were trained and/or qualified in accordance with the Certificate Holder's procedures. Check at the Certificate Holder's specified location that the training records for affected personnel show they were trained and/or qualified in accordance with the Certificate Holder's procedures. <i>Sources: 121.629(c)(2)</i> 3. Check at the Certificate Holder's ramp that, the carrier has competent personnel and adequate facilities and equipment available to conduct operations in icing conditions in accordance with the air carrier's procedures. <i>Sources: 121.123; 121.105</i> 4. Check at the Certificate Holder's geographic location, that the carrier has competent personnel and adequate facilities and equipment available to conduct operations in icing conditions in accordance with the air carrier's procedures. <i>Sources: 121.105; 121.123</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.3 Did the Certificate Holder use adequate chemical storage facilities and dispensing equipment to conduct operations in icing conditions?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> 1. Check at the Certificate Holder's ramp that, the carrier has competent personnel and adequate facilities and equipment available to conduct operations in icing conditions in accordance with the air carrier's procedures. <i>Sources: 121.123; 121.105</i> 2. Check at the Certificate Holder's geographic location, that the carrier has competent personnel and adequate facilities and equipment available to conduct operations in icing conditions in accordance with the air carrier's procedures. <i>Sources: 121.105; 121.123</i> 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>2 Were the Certificate Holder's policies, procedures, instructions and information, contained in its manual, for the De-Icing Program followed?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>3 Were the De-Icing Program controls followed?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>4 Did the records for the De-Icing Program comply with the instructions provided in the Certificate Holder's manual?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>5 Were the process measurements for the De-Icing Program effective in identifying problems or potential problems and providing corrective action for them?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

6	Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and information that are related to this element?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
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EPI SECTION 1 – PERFORMANCE OBSERVABLES –Drop Down Menu	
1. Personnel.	
2. Tools and Equipment.	
3. Technical Data.	
4. Procedures, policies or instructions or information.	
5. Materials.	
6. Facilities.	
7. Controls.	
8. Process Measures.	
9. Interfaces.	
10. Desired Outcome.	
11. Other.	

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective: To determine if the person identified by the Certificate Holder having responsibility and/or authority for the De-Icing Program is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

Tasks

To meet this objective, the inspector must accomplish the following tasks:

1. Identify the person who has overall responsibility for the De-Icing Program.
2. Identify the person who has overall authority for the De-Icing Program.

NOTE: If no personnel or major program changes (as defined by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6. Answer questions 2.1 & 2.2, and provide the name/title.

3. Review the duties and responsibilities for the person(s) who manage the De-Icing Program documented in the Certificate Holder's manual.
4. Review the appropriate organizational chart.
5. Discuss the De-Icing Program with the management personnel identified in Tasks 1 and 2.
6. Evaluate the qualifications and work experience of the management personnel identified in Tasks 1 and 2.

Questions

To meet this objective, the inspector must answer the following questions:

2. Are the following aspects of the Management Responsibility and Authority Attributes addressed for the De-Icing Program:

2.1 Is there a clearly identified person who is responsible for the quality of the De-Icing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.2 Is there a clearly identified person who has authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the De-Icing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.3 Does the responsible person know that he/she has responsibility for the De-Icing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.4 Does the person with authority know that he/she has authority for the De-Icing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.5 Does the person with responsibility for the De-Icing Program meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.6 Does the person with authority to establish and modify the De-Icing Program meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the De-Icing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the De-Icing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the De-Icing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual with authority know who has the responsibility for the De-Icing Program?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES –Drop Down Menu	
1. Assignment of responsibility.	
2. Assignment of authority.	
3. Does not understand procedures, policies or instructions and information.	
4. Does not understand controls.	
5. Does not understand process measurements.	
6. Does not understand interfaces.	
7. Span of control.	
8. Position vacant.	
9. Other.	